

Computer, Printer, Software Problems in the Classroom in FUSD

- If I have a problem, I first try to solve the problem myself by checking if everything is plugged in properly or if I have entered the correct codes.
- When I have exhausted all of the options that I am aware of, I then try to get the person at the school site who is our designated Tech person. Our Tech person knows and understands some things, but not a lot. If the Tech person can resolve the problem, she will show me what she did. I may be able to do it myself the next time, but there are some things only she can do. For example, entering students into AR and Study Island.
- If there are any major issues, then I must submit a Computer or Tech Workorder , giving the info about the problem, to the school secretary, who will then submit it the work order to the district tech department.
- We have a designated tech person from the district assigned to our school. Sometimes this person knows what to do and other times, he does not. They get to us, they say, as soon as possible.
- We are not authorized to enter many things and need the tech department to do it for us.